

**Frequently Asked Questions (FAQs)**  
**The ACT<sup>®</sup> and ACT WorkKeys<sup>®</sup>**  
**Spring 2015**

**General Questions on Both The ACT and ACT WorkKeys**

**1. Who should I call with questions?**

- Please contact ACT, Inc. with any questions about ACT's procedures, manuals, and requirements. If you have questions for the Department, e.g., about state requirements or other issues for the Department, you are welcome to contact the SCDE.
  - The ACT and ACT WorkKeys General Inquiries  
Phone: (800) 553-6244, ext. 2800  
E-mail: [statetesting@act.org](mailto:statetesting@act.org)
  - The ACT and ACT WorkKeys Accommodations Questions  
Phone: (800) 553-6244, ext. 1788  
E-mail: [ACTStateAccoms@act.org](mailto:ACTStateAccoms@act.org)
  - For questions for the Department about The ACT and ACT WorkKeys, please contact Kevin Fatica in the Office of Assessment, [kjfatica@ed.sc.gov](mailto:kjfatica@ed.sc.gov) or 803-734-8282.
  - Questions about the use of accommodations for statewide assessments may be directed to Anne Mruz, Office of Assessment, [amruz@ed.sc.gov](mailto:amruz@ed.sc.gov) or 803-734-8034.

**2. Do I have to start testing by 9:00 a.m.?**

- If your students normally do not arrive at school in time to start at 9:00 a.m., a late start, e.g., at 9:30 a.m. may be approved. If you would like a late start, a request must be made to ACT in writing prior to the test date. To request a late start, e-mail ACT at [statetesting@act.org](mailto:statetesting@act.org), and explain the reason for the late start, and when you plan to start. The request must be approved before the test administration. If testing begins after 9:00 a.m., an irregularity report will need to be completed, even for approved requests.

**3. Does the 9:00 a.m. start time apply to accommodated testing?**

- The 9:00 a.m. start time policy does not apply to accommodated testing.

**4. Do we have to test Home School, Home-based, and Homebound Students?**

- Yes, as with other statewide testing programs. If you have questions about these requirements, please contact the Department.

- 5. Does the 9:00 a.m. start time apply to Home School, Home-based, and Homebound Students?**
- If the student is testing with standard time, the test administration must occur on the designated test days only and verbal instructions must begin by 9:00 a.m. However, if students are testing with accommodations, the 9:00 a.m. start time does not apply; students can start after 9:00 a.m.
- 6. How should schools code the answer document for Home School Students (e.g., because there is no barcode label, and no state ID)?**
- These examinees should grid 969999 in block K on the answer document for The ACT and block 18 of the answer document for ACT WorkKeys. The state assigned ID field may be left blank for these examinees.
- 7. When can we transport materials to offsite locations, e.g., for the pretest session?**
- The non-secure materials may be transported to an approved offsite location once check-in procedures have been completed. Schools do not have to submit a special request to do so. Secure materials are not to be transported to offsite testing locations until the morning of test day. This restriction is communicated by ACT via an e-mail to the STC when offsite testing requests are approved.
  - For those testing both The ACT and ACT WorkKeys assessments, the secure test materials may be transported together on The ACT initial test date to the offsite location and returned to the home school once the initial ACT WorkKeys assessment (not including the makeup tests) is complete.
- 8. Do we need to test foreign exchange students?**
- Yes, as with other statewide testing programs, if they meet the participation requirement (the 9GR is 13), they should be tested on both The ACT and ACT WorkKeys.
- 9. Do we need to test students that are suspended, out-of-state, or in residential treatment facilities?**
- Yes, as with other statewide testing programs. If you have questions about these requirements, please contact the Department.
- 10. Is there a sample parent letter available?**
- Yes. A combined sample parent letter, covering both The ACT and ACT WorkKeys is posted on the SCDE page for The ACT at: <https://ed.sc.gov/agency/programs-services/215/> and for ACT WorkKeys at <https://ed.sc.gov/agency/programs-services/210/>
  - During the pretest session on The ACT, all examinees will receive a copy of *Taking the ACT* to take home. This booklet includes information about prohibited behavior, permitted calculators, and score reports.

**11. Will our students get printed copies of both Preparing for the ACT and Taking the ACT?**

- Copies of *Taking the ACT* will arrive with the non-secure materials. Students should be instructed to keep this document as it contains information about receiving and sending their scores. Copies of *Preparing for the ACT* will not be provided.

**12. For students without a label, what else must be bubbled besides State ID?**

- The state ID (block U for The ACT, and block 3 on the ACT WorkKeys answer document) is the only additional block students without a barcode label will need to complete beyond those filled in during the pretest sessions.

**13. For students who don't have barcode label, can staff write the student's name on the answer document as well as the State ID? This will allow the TC to identify which answer document goes with each student.**

- Yes, staff may write the student name and ID number. However school staff should not bubble in the name on the student's answer document.

**14. If all students finish before designated time for a test, may the testing be stopped so that you can go on to another test?**

- For standard time administrations, the full time allotment for each test must be given. For accommodations testing with additional time, if all examinees in the room have put down their pencils and indicated they are finished with a section, the room supervisor may move forward to the next test section.

**15. Aside from the online training videos, what do we need to do to train our teachers to administer the ACT? Are the online training videos mandatory for training purposes?**

- Each staff member who will assist in the administration of The ACT or ACT WorkKeys should read and understand the policies and procedures found in the Administration Manuals. STCs may also use the training session outline found near the back of the manuals as a guide for conducting training. The online videos are not required to be viewed.

**16. Where can I find the calculator policy? Is this the same information for both The ACT and ACT WorkKeys? Must all students have a calculator? If so, is the school required to supply this?**

- ACT's calculator policy is located at: <http://www.actstudent.org/faq/calculator.html>. The policy, and the list of prohibited calculators, is the same for The ACT and ACT WorkKeys. A calculator is not required. It is the responsibility of the examinee to bring a calculator, but schools can choose to supply them for examinees.

**17. May a smart board be used for timing?**

- Yes, so long as the school ensures the device being used will not cause a disruption in testing (any audible sounds from a smart board should be turned off). Schools must also have a plan in place in the event the device stops working at any point during the test.

**18. Please clarify the disabling of bells.**

- During the standard time test administration, bells do need to be disabled. Throughout the full two-week accommodations test window however, the bells do not need to be disabled.

**Test Security**

**19. What about test security - will the SCDE provide test security agreement forms?**

- South Carolina test security laws and regulations will apply to the administration of The ACT and ACT WorkKeys. For information on test security, including test security agreement forms and the Test Security Violation Action Form, please visit the SCDE test security [Web page](#). The appropriate test security agreement forms for The ACT and ACT WorkKeys must be signed by DTCs, STCs, teachers/test administrators, proctors, and other staff involved with the test administration. The DTC must maintain the agreement forms for five years.

**20. Is there an ACT form/process where district or school staff agree to abide by ACT policies, etc.?**

- Yes, anyone (other than the test coordinator) who handles test materials prior to the test administration must submit a testing staff agreement. For example, if a room supervisor helps check in materials, he or she will submit a testing staff agreement. A link to the form is located in the forms and related links section of the ACT hosted SC state testing website.

**21. Is the staff briefing session required on the day of the test or can it be a part of the material check-out procedures?**

- Yes, a briefing session must be held on test day, even with experienced staff.

**22. Is collecting cell phones before the test administration a misadministration, or a testing irregularity?**

- It is the responsibility of the examinee to not take prohibited items into the test room and ACT does not recommend staff collect cell phones. However, it is not a misadministration or a testing irregularity to collect cell phones before the test administration.

**23. If a student is dismissed for a testing violation, will they be allowed to participate in make-up testing?**

- Examinees who do not complete standard time testing on the initial test day due to being dismissed for prohibited behavior are not eligible for makeup testing. Consult the testing manuals for information on prohibited behaviors and makeup testing eligibility.

**24. Can additional district staff participate in monitoring or observing testing?**

- Yes. Per the Administration Manual for State and District Testing, district personnel may visit schools on test day. District observers are advised to coordinate any plans for

observing testing with their District Test Coordinator (DTC) and to follow any advice or guidance that the DTC may provide.

- Visits from district observers are normally not announced in advance. It is generally recommended that district staff arrive at the school shortly before the administration is to begin, though this is not required. District staff will need to show district identification when arriving at the test center.
- School Test Coordinators (STCs) are instructed in the administration manual to call ACT if an observer arrives at their school on test day. ACT will have a list of authorized observers that includes all DTCs, authorized SCDE staff, and ACT staff. Customer service will also be informed that district staff may arrive at schools on test day; however it is not ACT policy to provide the names of district employees other than that of the DTC.
- Authorized observers may access all testing activities and areas, including:
  - secure storage locations;
  - preparation areas; and
  - test rooms.
- During testing, observers may walk up and down aisles between desks or tables to monitor testing as testing staff would, without distracting examinees.
- District staff are advised to avoid being a distraction or causing a misadministration, and are advised to minimize distractions by doing the following:
  - Wear quiet shoes.
  - Wear little or no fragrance.
  - Don't carry coins or keys or wear jewelry that could jangle.
  - Turn off your cell phone and any wristwatch alarms.
  - Do not take photos of test materials, examinees, or testing activities. This is strictly prohibited.
  - Be quiet in the testing area. Enter and exit test rooms quietly.
  - Do not converse in or near test rooms during testing.
  - If you have other business with staff at the test site, conduct it on another day.
- If district staff believe the integrity of the test, security of test materials, or someone's physical safety is at risk, they are advised to contact ACT for instructions.

### **Additional Materials, Shipment**

#### **25. What should I do if I need additional materials?**

- STC's should call ACT as soon as they realize they need additional materials. The ability of ACT to provide materials will depend on the date and type of material requested.

**26. Will an overage of test materials be provided?**

- ACT will provide a 10% overage on standard testing materials The ACT and ACT WorkKeys. An overage is not provided for accommodated materials.

**27. How many test administration manuals will be shipped?**

- ACT State and District Testing Administration Manual and ACT WorkKeys Administration Manual are shipped on a 1:20 ratio, unless otherwise requested during the enrollment verification.

**28. What is included in the non-secure shipment?**

- The ACT:
  - Administration manuals
  - Barcode labels
  - Answer documents
  - Taking the ACT
  - Preliminary ACT Approved Accommodations roster
- ACT WorkKeys:
  - Administration manuals
  - Barcode labels
  - Answer documents

**29. What is included in the secure shipment?**

- The ACT:
  - Test booklets
  - Return envelopes
- ACT WorkKeys:
  - Test booklets
  - Return envelopes
  - Answer document supplement
- *Accommodations materials will be shipped separately.*

**30. When are materials for make-up testing ordered?**

- Both The ACT and ACT WorkKeys materials for make-up testing are ordered at the same time (April 28–30). Orders should not be submitted until the counts are known for both tests. On the initial ACT test date, the school test coordinator will receive an e-mail reminder to order make-up test materials. Only standard time test materials for both The ACT and ACT WorkKeys are available to order for make-up testing. Orders will be submitted online through the OTIS system.

## Accommodations

### **31. Can ELL students use a bilingual dictionary?**

- A bilingual dictionary is available as a State-Allowed accommodation for ELL students without a disability on The ACT (math, science, and writing only). On ACT WorkKeys, (where it may be described as a bilingual glossary, or a foreign language glossary), a bilingual dictionary is available on all tests. On both The ACT, and ACT WorkKeys, the bilingual dictionary is word-for-word only; it may not contain any pictures, examples, or definitions.

### **32. If a student with standard time or local accommodations is absent on The ACT day, can the student take ACT WorkKeys as scheduled, and then take The ACT during the make-up window?**

- Yes.

### **33. Please identify which manual(s) should be used for testing students with ACT-Approved Accommodations and those using State-Allowed Accommodations.**

- For ACT-Approved Accommodations use *Administration Manual - State and District Special Testing*
- For State-Allowed Accommodations use *Administration Instructions - State-Allowed Testing*

### **34. How does the testing window for accommodations work?**

- Accommodated testing does not have to begin on the first day of the accommodated testing window. Students testing with accommodations can test anytime within the accommodations window. Students must take each subject test in a single session and must take the tests in order. There is not a make-up test window for accommodated testing. If an examinee testing with accommodations was absent on a day s/he was to test, the testing can simply be moved back, as long as it occurs within the given window.

### **35. Suppose a special education student testing with a group of other students is absent. How do they catch up?**

- If an examinee is testing in a group and is absent, the examinee must be tested separately until they have “caught up” to the group. All examinees testing with accommodations in a room must have the same timing code and be working on the same subject test. Examinees testing with accommodations must complete all sections of The ACT (in the correct sequence) prior to starting the ACT WorkKeys tests.

### **36. Does the consent form for ACT accommodations have to be a hard copy or can the parent sign in Adobe (our web conferencing tool)?**

- A virtual signature is acceptable as long as you can generate a hardcopy of the form if needed. Test coordinators may also obtain the consent over the phone and indicate this on the form.

**37. Do I need parent consent for State-Allowed Accommodations?**

- No. The original parent consent form has been replaced with a simpler notification which does not require that a parent signature be obtained. Both the earlier form and/or the current form may be used.

**38. Does timing code 6 mean we do not give designated times for each section, they are just given a 5 hour and 45 minute window?**

- Correct, examinees approved to test with timing code 6 work at their own pace. The time allotment includes time taken between test sections (breaks). Each examinee will inform the room supervisor when they have completed a section and the room supervisor will document the time used on the Timing Verification Form.
- Once an examinee (including those testing with timing code 6) has indicated they have completed a section, they may not go back to it.

**39. For the ACT WorkKeys test, what is the Admin Code for extended time/DVD?**

- Please see the accommodation administration chart on page 5 of the ACT WorkKeys Manual for Special Testing. The box for extended time/DVD contains two dashes (--). This symbol means that ACT does not recommend the corresponding time allotment for the material in that row. If a DVD is to be used, ACT recommends a 3 hour time allotment which is code 294.

*Please refer to ACT documentation and websites for current ACT policies and procedures, and contact ACT with any questions about ACT's procedures, manuals, and requirements.*

*For questions for the Department about The ACT and ACT WorkKeys, please contact Kevin Fatica in the Office of Assessment, [kjfatica@ed.sc.gov](mailto:kjfatica@ed.sc.gov) or 803-734-8282. Questions about the use of accommodations for statewide assessments may be directed to Anne Mruz, Office of Assessment, [amruz@ed.sc.gov](mailto:amruz@ed.sc.gov) or 803-734-8034.*

*This document has been created by SCDE in consultation with ACT, Inc.*